FORT HOOD INTERACTIVE CUSTOMER EVALUATION (ICE) PROGRAM

SERVICE PROVIDER MANAGER TRAINING MANUAL AND QUICK REFERENCE GUIDE
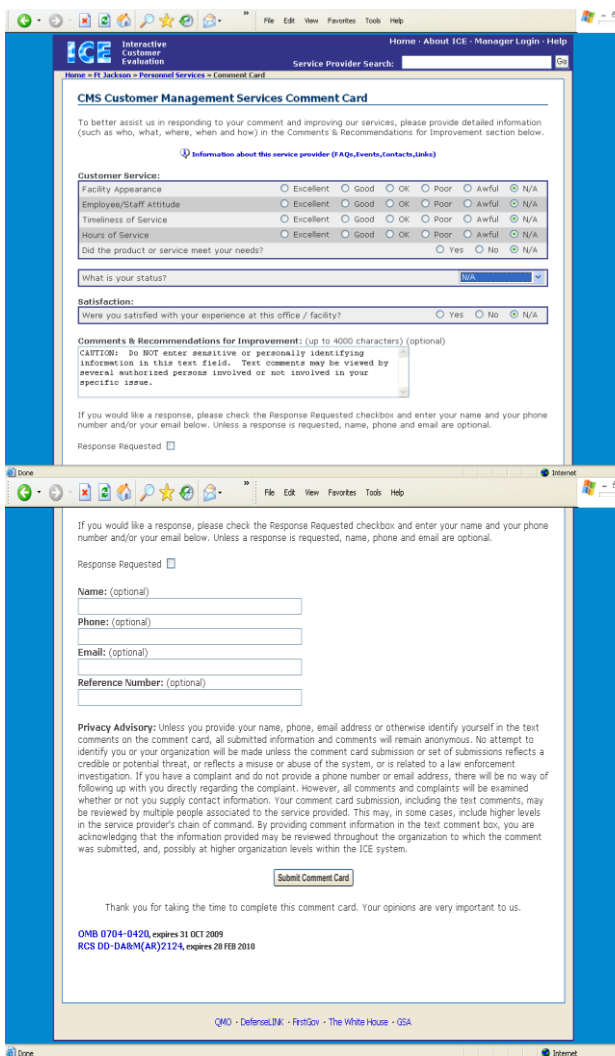
ICE SERVICE PROVIDER MANAGER QUICK REFERENCE GUIDE

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Responding to a Customer ICE Comment Card

Figure 1

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Figure 1 is what the customer sees when they go to a specific service provider comment card. Note: Some cards are different based on the questions asked of the service provider.

Once a customer sends an online ICE comment, the service provider manager will receive an email comment requesting a response. See example on page 4.

The service provider manager will validate (ensure it applies to their organization) the comment and contact the customer by email or phone (will depend on what type of customer contact information is provided). **Note: If no contact information is available, the service provider must still go online and provide an explanation of what action was taken.** The Garrison and Senior Commanders review all comments every week, both negative and positive.

Responses are required for all negative comments, but are optional for positive comments. It's a good idea to respond to some positive comments as well as this will build positive customer service relationships over time. Responses to a card that provides a low rating but has no comments must still be addressed. The individual rating must be addressed. Example: If the employee staff attitude is rated as low, this would need to be addressed in the response to show what actions are being taken to address employee staff attitude.

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Example email the service provider manager will receive:

Dale Cowan,

A comment card was submitted for: CMS Customer Management Services on 23 Jan 08 at
02:44 PM CT

Please review the customer feedback below and take appropriate action. If a response to the customer is
deemed necessary, please use the customer contact information if provided below. Log any attempt made to
contact the customer by using the 'Customer Follow-up' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card.
Replying directly to this email will NOT cause an email to be sent to the customer.

      17 comment cards, including the one indicated in this email, have been submitted for this service
provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90
days). Averages and response counts for individual questions do not include responses of N/A.

```
        Ratings:
          ---DOD Required Questions---
        Question              Customer's Rating   Responses    % Satisfied
        --------              ----------------    ---------    -----------
        Were you satisfied with your experience at this office / facility?
                              N/A                 15            100%
        Question              Customer's Rating   Responses    % Yes
        --------              ----------------    ---------    ---------
        Did the product or service meet your needs?
                              N/A                 11            100%
        Question              Customer's Rating   Responses                  Average Rating
        --------              ----------------    ---------    --------------
        Facility Appearance   Excellent           15            4.80
        Employee/Staff Attitude  Excellent        15            4.87
        Timeliness of Service Excellent           14            4.86
        Hours of Service      Excellent           13            4.85

     ---Additional Questions---

        Question              Customer's Rating   Responses                  % of Responses
        --------              ----------------    ---------    --------------
        What is your status?  ----                17            ----
         -- Active Duty Military  ----            0             0%
         -- Retired           ----                0             0%
         -- Civilian Employee ----                15            88%
         -- Reserve           ----                0             0%
         -- National Guard    ----                0             0%

         -- Family            Customer Choice     2             12%

         -- Veteran           ----                0             0%
```

(Note: Ratings are not meaningful until at least 25 responses have been entered for each question.)

Customer Comments:

Sample for training hand-out.

      Customer has requested a response from management.

Customer Contact Info:

Name: CMS

Phone: 751-3425

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Click on Manager Login to get into the ICE system!

Figure 2

The service provider manager will enter information in the customer follow-up area after they log on to the manager side of ICE.

To log onto ICE, one must first have established a service provider account online with the Fort Hood ICE Manager. To receive a request form, send an email to **dale.cowan@conus.army.mil** or call (254) 288-6260. Once the account has been established, a username and password will automatically be generated and sent to the manager.
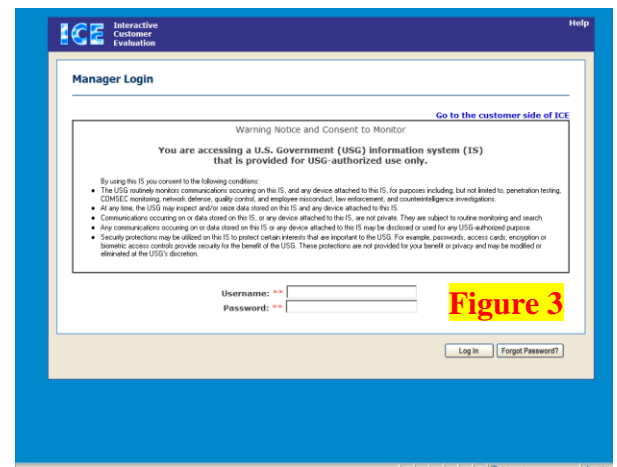
***Use the following steps to log on to the ICE system as an ICE manager.**

Manager Login

1. Access the Fort Hood ICE Webpage by going to the URL **http://ice.disa.mil/index.cfm?fa=site&site_id=73** or go to **http://ice.disa.mil** and click on "conus" and then scroll down until you get to Fort Hood. Click on "Manager Login" to access the ICE system as a manager (Figure 2 above).

2. Only managers with a current username and password can access the ICE system. Usernames are typically established using the first initial of the first name and the complete last name. Example: James Dowling = jdowling. The password is case sensitive. If your username and password do not work, contact the Fort Hood ICE Site Administrator. Log into the ICE system with user name and password at the screen to the right (Figure 3).

Note: Once you initially log into the ICE System with User Name and Password, you will then access the system via CAC only from that point on.

Figure 3

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Viewing the Different Aspects of the ICE Manager's Access:

1. Figure 4 below shows the options a manager has (see tabs at the top). Click on each of the tabs to see an explanation of what's contained under those tabs. For example, clicking on the "Reports" tab will provide the following definition: **"Service Provider Reports reflect the ratings/results for service providers that are directly associated to the manager. The manager has been assigned the service provider manager role for each of the listed service providers."** By placing the cursor over each of the tabs, a manager can view what sub-tabs are available to them.

Figure 4
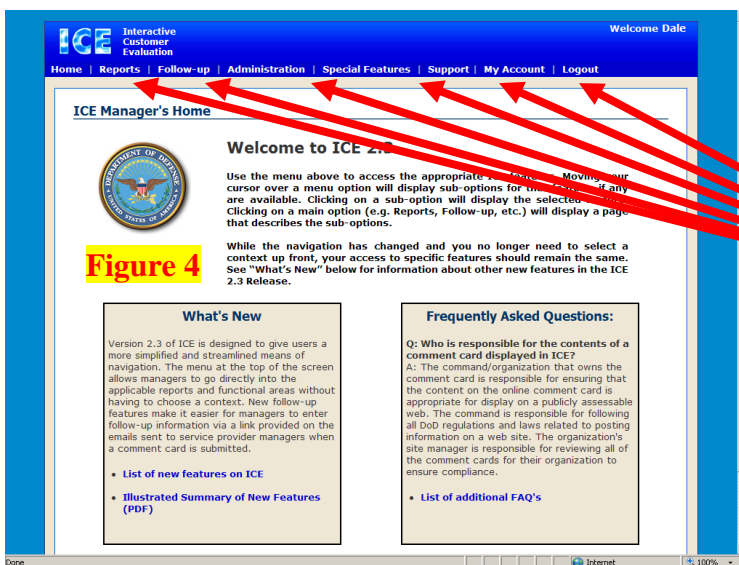
Place cursor on any of the tabs to see the sub-tabs. Click on tabs to see an explanation of what's contained within that tab. Click on the sub-tab to get to the area of your choice.
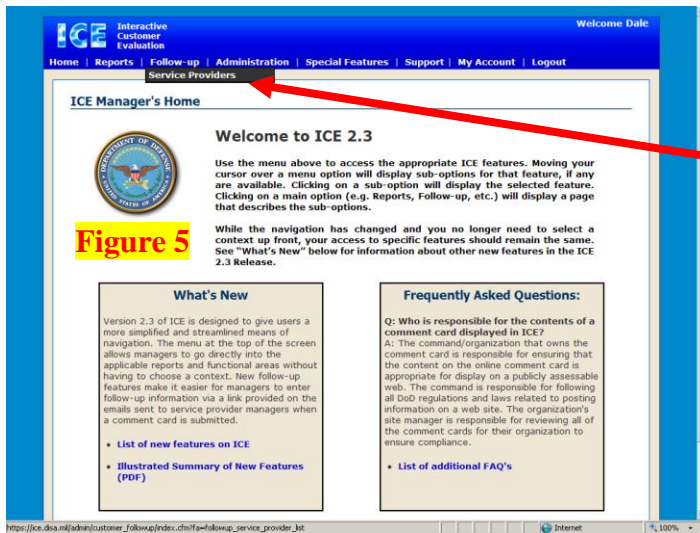
Locate a Specific Comment Card and Respond to it:

1. Once a manager has received an email from ICE, the manager must log into the ICE system, locate the specific comment card, and respond both to the customer as well as annotate a response in the ICE system. To locate a specific comment card, the manager must first place cursor on "Follow-Up" and click on the "Service Providers" tab (see Figure 5 on next page).
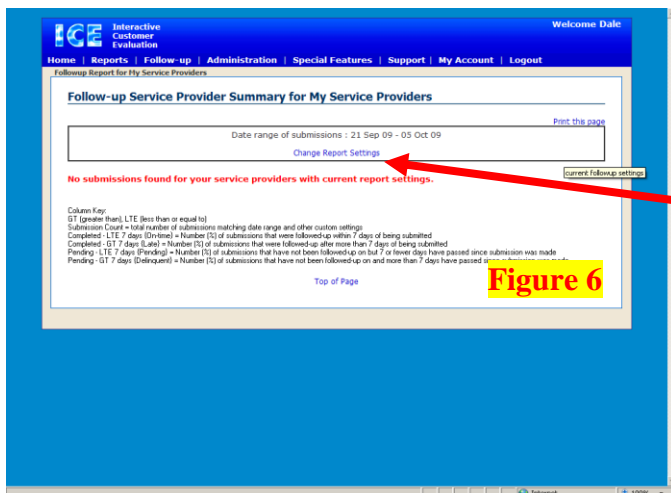

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Figure 5

Click on the "Service Providers" sub-tab to locate a specific comment card.

Note: The next screen may provide a screen that is similar to figure 6, stating that "No submissions found for your service providers with current report settings." If this is the case, the manager must change the report settings to locate the comment card they are attempting to respond to.

Figure 6

Click on "Change Report Settings" if no submissions were found. This will allow a specific date range to be

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2. Once a manager has reached the next screen (Figure 7 below), the manager must change the report settings in order to view the comments they are trying to locate. The best way to do this is to select the specific date range and change both dates to the same date the comment card was submitted (Note: Multiple comment cards can be viewed for a specific date range, such as more than one day). Let's say that a manager would like to view a comment card that was submitted for the 12th day of August 2009. The settings for this date are outlined in the screen shot (Figure 7 below).

*Notice that both the start and end dates are the same.

Under **"Customer Contact Information Availability:" Make sure "Include ALL submissions regardless of submission content" is selected.
***Under "**Customer Satisfaction Indication:"** Make sure "Include ALL submissions regardless of Satisfaction indication" is selected.

This will show all comment cards for that time frame, regardless of the satisfaction annotated, if there was contact information or not, or if there were any text comments provided by the customer. In other words, setting these parameters will capture all comment cards submitted during that time frame.


Figure 7

Change all parameters on this screen as shown to the left. Once all the correct parameters are set, the manager must click on "Update" or the new parameters will not take effect.
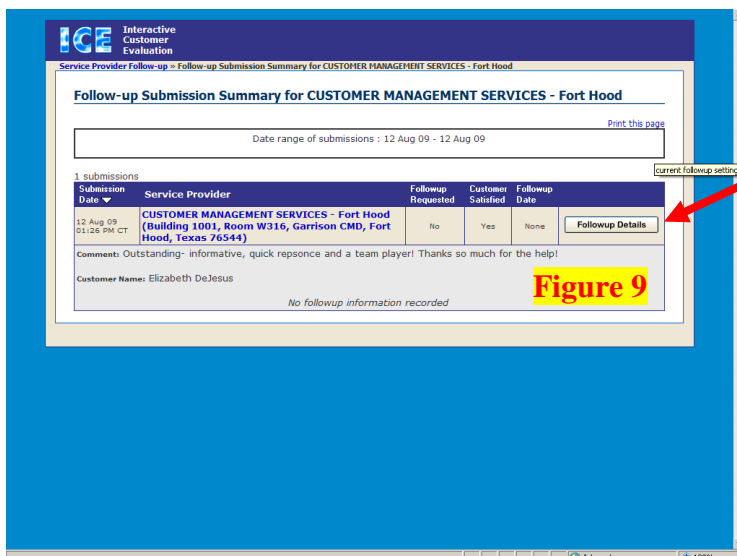
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3. Once update has been checked, a screen similar to figure 8 below will appear. In order to get to the comment, the manager will click on the number located under the column "Submission Count." If there is no number there, one of two things are possible: 1) There are no comments submitted for the dates indicated or 2) the parameters are incorrectly set. Once the manager clicks on the number under the "Submission Count" column, they will be able to see the comment(s) that customers have submitted for the dates selected (see figure 9 below).
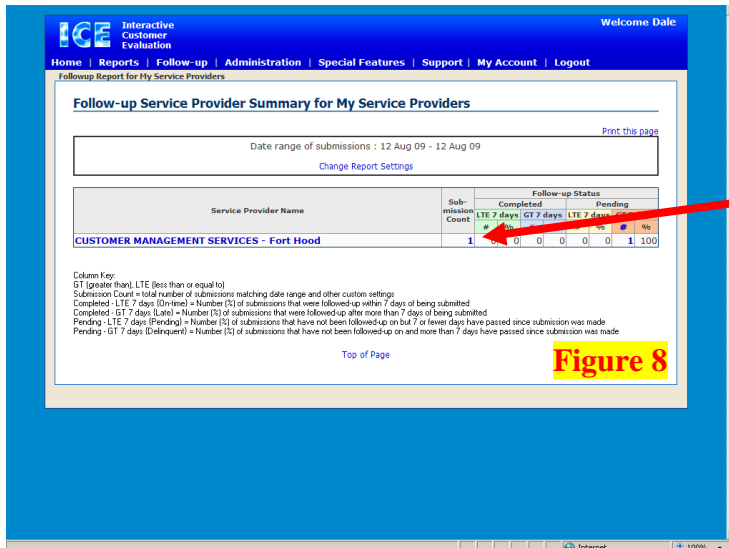
Click on the number in the "Submission Count" column to view the customer comments.

Figure 8

To respond to the comment in the ICE system, click on "Follow-Up Details." This is where the manager will input a response to the comment.

Figure 9

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4. To respond to the comment, a manager must click on the "Follow-Up Details" tab (figure 9 above), which will take them to the area on the ICE system where they can input a response to the individual comment (see figure 10 below).

Follow-up Submission Detail

Submission Identification:
Submission Date: 12 Aug 09
Service Provider Name: CUSTOMER MANAGEMENT SERVICES - Fort Hood
Customer Comments:
Outstanding- informative, quick repsonce and a tea (...more)

Customer Requested Response: No
Customer/Contact Info:
Name: Elizabeth DeJesus

If you have issues or concerns about this submission and would like to notify your ICE Site Manager **Click here** to send them an e-mail.

Follow-Up Information:
Date of Initial Follow-Up: (Ex: 29 Oct 2003)

** At least one of fields below must be completed in order to record follow-up information
Latest Follow-Up Action:
Type of Customer Contact:
Reason Contact Unsuccessful or Not Performed:
Notes: (Up to 2000 characters)

Answers to questions:
Facility Appearance: N/A
Employee/Staff Attitude: Excellent
Timeliness of Service: Excellent
Hours of Service: Excellent
Were you satisfied with your experience at this office / facility?: Yes
Did the product or service meet your needs?: Yes
If you received a Customer Management Services briefing, was it clear and did it increase your understanding of the

Figure 10

Managers will fill in the date and place a response in the notes section.

Managers will annotate what's applicable in the drop

5. At the screen above (figure 10), the manager will put in the date of the follow-up (this should be the date the customer was provided with a response if contact information was available) or the date a response to the issue was provided (the date the response was put into the ICE system). The manager will make the appropriate selection from the three drop down menus (Latest Follow-Up Action, Type of Customer Contact, and Reason Contact Unsuccessful or Not Performed). Lastly, the manager will provide a detailed explanation responding to the issue that was submitted by the customer.

NOTE #1: If a customer provides contact information (email or phone number), the manager will address the customer and the issue. If no contact information was provided, the manager will address the issue ONLY! If the customer provided an email address, a different screen will appear that will contain a "Pre-Fill" option (see Figure 11 on next page).

NOTE #2: IAW the Garrison ICE Policy Letter, all negative ICE comments must be responded to within 72 hours (3 working days) if customer contact information is available. If customer contact information is not available, the response to the issue must still be inputted into the ICE system to close the loop on the issue. For positive comments, the customer does not have to be contacted, but the manager must go into the ICE system and close the loop on the comment card by placing a follow-up date and hitting update. This closes the comment card out and shows that there are no cards pending under the follow-up status portion of the "Service Provider Summary" page.

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Managers will fill place their response to the ICE comment in this area. Then select Pre-Fill.

Figure 11

6. The ICE Program has a function that is utilized when a customer provides an email address as part of their contact information. Figure 11 above will be displayed when the manager logs into ICE and selects "Follow-Up Details." The manager will ONLY see this screen if the customer has left an email address. The manager can type their response in this block and then select "Pre-Fill", which will pre-fill the information required for figure 10 (on previous page) as well as generate an email that can be sent to the customer. It is suggested that all responses be done in a word processor, a spell check conducted and then copy and paste the response in the block above.

Figure 12 (next page) shows what the data field would look like once a comment has been responded to. Figure 13 (next page) below shows what the screen would look like once the "Pre-Fill" tab has been clicked. If the "Pre-Fill" tab is NOT clicked, the follow-up information will not be filled in and therefore the comment will not be considered answered. Figure 14 (on page 13) is an example of what the generated email back to the customer would look like. Only the first 250 characters of the original ICE comment will be displayed in the email response back to the customer.

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Figure 12

Response put in by the ICE manager. Don't forget to select "Ore-Fill."

Once "Pre-Fill" is selected, the following blocks will be automatically filled in.

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Figure 14

Once "Pre-Fill" is selected, ICE will generate (through your email program) an email back to the customer. The manager must send this email for the customer to receive it. The email is not automatically sent to the customer. If the manager wishes to add something to the email, this is possible.

NOTE: Once the manager has completed the follow-up process, go back and verify that the information was recorded properly in the ICE system. Also, go into your sent file to ensure the email was sent. These actions close the loop on the follow-up process unless additional contact and follow-up is required.

Figure 15

Notice that both the original comment and the manager's response are now recorded in the ICE system.
Any future follow-ups will change the date recorded in "Date of Last Follow-Up Action"

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Administrative Functions/Capabilities of the ICE Manager:

1. Place cursor on the "Administration" tab at the top and click on "Service Providers." This will show a screen of one or more service providers that the manager has access to. To view the administrative side 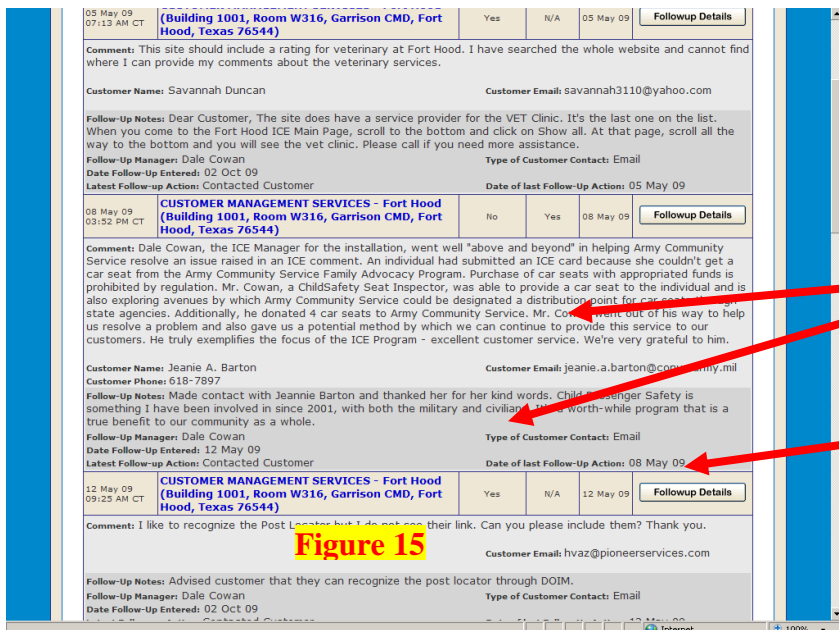of the service provider account, click on the name on the left hand side that is highlighted in blue. Figure 16 below is the screen that will be displayed for the service provider selected. At this screen, there are five tabs that can be accessed to change specific information about the service provider account.

2. Under the "Service Provider Information" tab, all information on this screen can be changed. Example: If the hours of operation for this service provider have changed, the manager can make this change at this screen. If changes are made, make sure to click on the "Update" tab at the bottom of the screen for the changes to be saved.

ALERT: **If changes to the name of the service provider are made, please notify the Installation ICE Site Manager of this change so that the change can also be made in the various reports created on a weekly and monthly basis.**

Click on "Service Provider Information" to make administrative changes to the name, location, hours of operation, description, and comment card instructions.

Figure 16

The data boxes are information that can be changed by the manager for the service provider's account they manage.

3. Clicking on the "Contact Information Tab" will bring the manager to the screen shown in figure 17 on the next page. At this screen, a manager can make changes to other administrative information such as email addresses, phone numbers, mailing addresses and other associated links to the service provider. Click on the information highlighted in blue to make changes or click on the tab such as "New email" to add new information.

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All information highlighted in blue can be changed by clicking on it.

To provide new information, click on the tab to the right, such as "New Email".

To delete the information, a manager must click on the data they want deleted. In this case, this was a previous PAIO director and the information should be updated.

Figure 17

4. Clicking on the "Comment Card" tab allows a manager to make changes to how the customer views the online comment card for their particular service provider. At this screen (figure 18 on the next page), certain questions can be added or deleted to fit the needs of the service provider.

Note: all questions that have *ICE in the "Req. By" column are mandated by ICE and cannot be changed or moved on the online comment card.

Questions that are created by a manager can be repositioned (by clicking on the "Reposition Questions" tab) or new questions can be added to the comment card by clicking on the "Create New Question Tab".

5. Once the "Create New Question Tab" is selected, ICE will take the manager through a series of questions that will aid the manager in developing the question required. The manager will be able to choose the type of question asked, the type of responses required, and where to locate the question on the comment card.

CAUTION: Make sure the questions are spelled correctly because once the question has been created, the manager will not be able to go back and edit the question. If mistakes were made, the question will need to be deleted and the manager will need to start all over.

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Figure 18

These are questions that are mandated by ICE that cannot be changed by a manager.

These are questions that are NOT mandated by ICE that can be changed by an ICE manager. Click on "delete" and follow the instructions.

6. The "Frequently Asked Questions" tab is available to annotate certain questions or issues that arise frequently (figure 19 below). If a customer's questions are answered here, they may not need to submit a comment card. Managers should review these periodically to ensure the questions are still relevant.

Figure 19

Click on the question itself to change or delete it. Changing the numbers will allow a manager to reposition the question.

Make sure to click on "Update Positions" if changing the position of the question.
To create a new question, click on "Create New FAQ".

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6 (cont). Managers can create new questions or reposition the questions currently active (figure 19 on the previous page). To delete or update a question already on the comment card, click on the appropriate tab at the bottom of the screen (figure 20 below).

The question, the answer, and the type of question can be changed and updated here. To update the question, click on "update". To delete a question, click on "delete".

7. The last tab is "Events and Announcements" (see figure 21 on the next page). This tab is used for any special events or announcements the service provider wants to make the community aware of. Managers should review this information frequently and remove it once the information is no lover valid or relevant. Example: If FMWR is having a special event over a holiday weekend, this information should be removed once the event has passed.

Reminder: All the information under these five tabs should be kept current and the information periodically reviewed for accuracy. All of this information is what the customer will see when they access the specific service provider comment card. Displaying outdated phone numbers, email addresses, and web site information shows a lack of concern and attention to detail to the customer. Displaying inaccurate contact information only complicates the manager – customer relationship. Frequently asked questions and Events and Announcements are nice to use; however, the Service Provider Information, Contact Information, and Comment Cards tabs are extremely important and should be kept updated at all times.
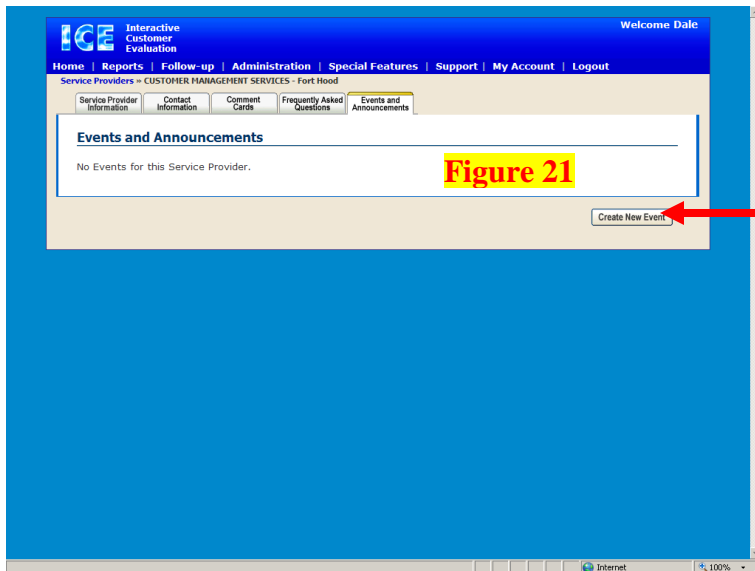
Figure 21

Click on create new event to add new information on events and announcements.

Special Features – Multiple Submissions:

1. Figure 22 shows the screen that can be located under the "Special Features" tab, titled "Multiple Submissions". This function is designed to allow more than one comment card to be inputted into the ICE system to the same service provider in a 48 hour period. The III Corps Policy Letter stipulates that managers are not to input the comment cards, but that a disinterested party should be performing this function. A manager must change the settings on the computer terminal being used, providing the information contained on this screen. Note: Only one service provider can be selected at a time. This must be done each time a new batch of comment cards are inputted.
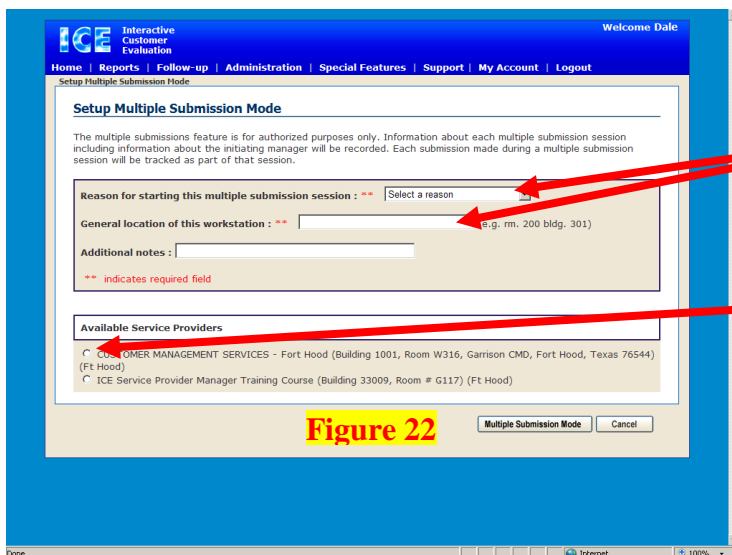
Figure 22

The double asterisks (**) indicates that required fields that must be filled in.

Click on "Multiple Submission Mode" for each new batch of comment cards that are being inputted to the same service provider account.

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ICE Support: Under the "Support" tab, a manager can contact the Installation ICE Site manager through this screen or simply send the ICE Site Manager an email. ICE guides and other documentation is also available under this tab as well as frequently asked questions, just like with the ICE comment cards. Most if not all questions a manager has can be answered by the ICE Site Manager. If the ICE Site Manager cannot resolve the issue, it will be elevated to the ICE User Support personnel.

Personal Manager Account Information:

1. By selecting the "My Account" tab, the manager has access to their personal information that was required to set up the account. Any of the information in figure 23 below can be changed with the exception of the manager's user name, which the manager will no longer need if they have registered their CAC Card.

2. Prior to establishing the use of the CAC card to log in, a manager could change their password at this screen. Now that CAC access has been instituted, managers no longer require a password once their CAC cards have been registered.

3. If a manager is unsure of their role as an ICE manager (what access they have), they can click on "Click Here" to view managers current ICE roles.

Figure 23

Click here to determine the managerial role for ICE.

Information that can be changed by the manager.

Don't forget to click "update" when changes are

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Comment Cards Submitted in Error: If a comment card was submitted to the service provider in question and it does not apply to the service provider, contact the Fort Hood ICE Manager and the situation will be looked into. If the comment card applies to another service provider, it will be moved if that service provider exists on the system. If the comment does not apply as a customer service related issue, the comment may be removed altogether by ICE User Support if the situation warrants a total removal; otherwise, it may be moved as a site comment.

Accessing the Fort Hood ICE Site to Submit an ICE Comment

The ICE System is a quick way for customers to get their feedback to customer service representatives; however, locating the correct service provider account is not always all that easy. Below are three ways the ICE System allows customers to submit comments:

Leaving contact information: Although the ICE system is designed for customers to leave comments anonymously, managers cannot follow-up with a customer for more information or to more adequately address an issue if contact information (phone number and/or email) is not provided by the customer. Please consider this when submitting your comment and ensure your contact information is correct. Our highest priority is to address our customer's concerns.

As always, for questions regarding the ICE Program, please call your Customer Service Officer at 254-288-6260 or 254-258-2744 or email at **dale.cowan@us.army.mil**.

Access the ICE Site using the following web site address: **https://ice.disa.mil**. Once you arrive at the main ICE web page, click on "CONUS" underneath "Army" on the left hand side. ***A detailed pictorial is shown below.

1. **The easiest**: At the very top right hand side, the customer will see "Service Provider Search:" with a text box and a "GO" button right next to it. Here, the customer can type in a word (such as housing) and all service provider accounts with that word in the title will come up. This is the easiest and quickest method to locate a service provider to comment about.

2. **Fairly easy**: By alphabetical listing: The customer can scroll down and click on "**Show all** the service providers for Ft Hood." This will provide a listing of all services in alphabetical order and in most cases grouped by garrison directorate or agencies external to the garrison directorates, such as AAFES, the hospital and dental facilities.

3. **The hardest**: By category: On the Fort Hood Main ICE Page, you will find a paragraph that states: "To find a service provider you wish to rate, click on the service category below that best describes the service/product, or enter the name or location in the service provider search field at the top right of the page and click the Go button." Although this is the most prominent feature on ICE, it's the hardest to navigate.

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Here, a service provider can be located if the customer knows what category the service falls under. This is NOT always the most "user friendly" method if the customer is not familiar with all the different categories and what services might fall into each category; they may find it very difficult to locate the appropriate comment card.

Note #1: If a customer cannot locate a specific service provider to make a comment about, there is a service titled: **Service Provider Not Listed (Comments that do not apply to other providers) (BLDG 1001)**. Here, a customer can make a comment and the Fort Hood Customer Service Officer will move the comment to the appropriate service provider.

Note #2: ICE is intended for customers to submit their feedback in regards to customer service related issues, not command issues. Command issues cannot be resolved through the ICE Program. These types of issues would be better handled by contacting the unit chain of command, the Chaplain's office or the inspector general's office.

Note #3: There are some agencies that do not actually participate in the ICE Program. Two of the most prominent agencies are below:

Smile Dental:

The Smiley Dental Clinic does NOT fall underneath the DENTAC Command. The website that you can go to so that you can make contact with them there at **http://www.smilecare.com/custom.cfm?name=tmp2.cfm&id=82**. You can visit their website or call them at (254) 285-2014. The complaint process for this privately owned clinic may be found at the following link: **https://www.smilecare.com/forms.cfm?id=7**. They actually fall under the AAFES purview. You can contact Robinn Parker, Office Assistant, Fort Hood Exchange, Army & Air Force Exchange Service, Phone: 254-532-6537, ext 200, email **parkerr@aafes.com**.

Commissary:

Although the Commissaries at one time participated in the ICE Program, HQ DeCA has opted out of using the ICE Program due to the fact that they need a system that serves and tracks data consistently form commissaries regardless of the branch of military installation. Although they no longer use the ICE Program, you can still submit your feedback to them. The commissary web site is **WWW.Commissaries.com**, then click Customer Service, then select from the options. Customer Comments YAL is Your Action Line. The fastest resolution for a local problem is to contact the Store Director or Deputy Director. The information below provided some insight into the commissaries Your Action Line (YAL) program. The commissary as a DOD Agency uses a Customer Comment Card system, better known as your Action Line (YAL) that allows our customers to express their opinion and provide valuable feedback. The hard copy form is available in the front checkout areas. An online version of the customer comment card is available on our stores and agencies website; it is also listed on the YAL poster. Currently, many customers use mailers but the electronic version Carries most of the load. In both cases, comments received are channel thru DeCA/PA and then relayed to regional staffers. They intern, ping the YAL off store management for a response with a Cc to the zone

manager. After management conducts their inquiry, they must provide a formal respond back to the region staffers for review/processing of the final response within 24 hours; a zone 6 requirement. Once the response has gone final, it is sent to the customer with a Cc'd copy to store management/zone manager. This venue not only helps measure customer satisfaction, it also shows the agency, zone and store what areas of operation may need additional resources.

***The following information is provided to assist customers in accessing the Fort Hood ICE Site. Please read the Privacy Advisory below before accessing the site.

Privacy Advisory: Unless you provide your name, phone, email address or otherwise identify yourself in the text comments on the comment card, all submitted information and comments will remain anonymous. No attempt to identify you or your organization will be made unless the comment card submission or set of submissions reflects a credible or potential threat, or reflects a misuse or abuse of the system, or is related to a law enforcement investigation. If you have a complaint and do not provide a phone number or email address, there will be no way of following up with you directly regarding the complaint. However, all comments and complaints will be examined whether or not you supply contact information. Your comment card submission, including the text comments, may be reviewed by multiple people associated to the service provided. This may, in some cases, include higher levels in the service provider's chain of command. By providing comment information in the text comment box, you are acknowledging that the information provided may be reviewed throughout the organization to which the comment was submitted, and, possibly at higher organization levels within the ICE system.

STEP #1: Access the ICE Site using the following web site address: **https://ice.disa.mil**. Once you arrive at the main ICE web page, click on "CONUS" underneath "Army" on the left hand side.
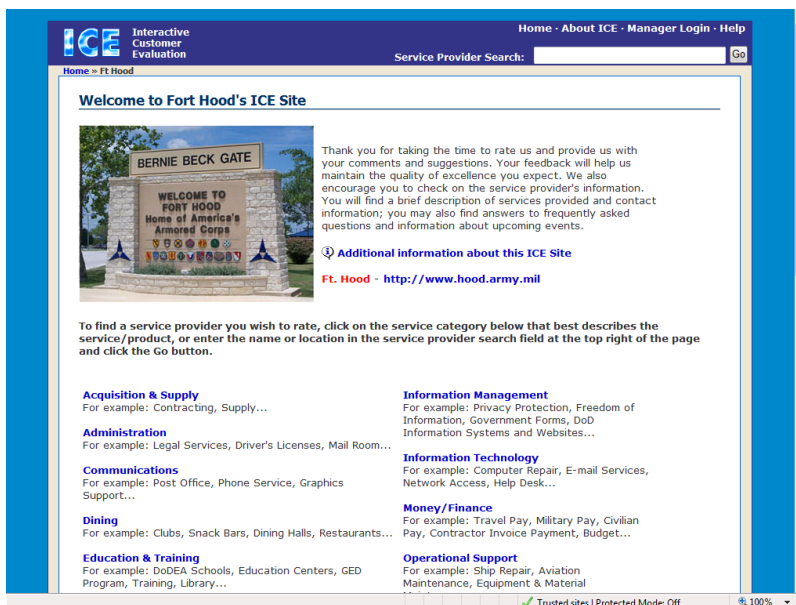
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STEP #2: Scroll down until you see "Fort Hood" and click on "Fort Hood."

Church, VA
- **Army Reserve - Puerto Rico**, Puerto Rico
- **B.T. Collins Army Reserve Center**, Sacramento
- **Blue Grass Army Depot**, Kentucky
- **Brooke Army Medical Center**, Fort Sam Houston, TX
- **Camp Bullis**, San Antonio, TX
- **Camp Dodge**, Iowa
- **Camp Robinson**, Arkansas
- **Carlisle Barracks**, Pennsylvania
- **Chief Information Officer (CIO) G-6**, Arlington, VA
- **Corpus Christi Army Depot**, Corpus Christi, Texas
- **Crane Army Ammunition Activity**, Crane
- **Dugway Proving Ground**, Utah
- **Dwight D. Eisenhower Army Medical Center**, FT Gordon, GA
- **Evans Army Community Hospital**, Fort Carson, CO
- **Fort A.P. Hill**, Virginia
- **Fort Belvoir**, Virginia
- **Fort Benjamin Harrison**, Lawrence, Indiana
- **Fort Benning**, Georgia
- **Fort Bliss**, Texas
- **Fort Bragg**, North Carolina
- **Fort Buchanan**, Puerto Rico
- **Fort Campbell**, Kentucky
- **Fort Carson**, Colorado
- **Fort Chaffee**, Arkansas
- **Fort Detrick**, Frederick, Maryland
- **Fort Devens**, Massachusetts
- **Fort Dix**, New Jersey
- **Fort Douglas AFRC Complex**, Salt Lake City, UT
- **Fort Drum**, New York
- **Fort Eustis**, Newport News, Virginia
- **Fort Gillem**, Forest Park, Georgia
- **Fort Gordon**, Georgia
- **Fort Hamilton**, New York
- **Fort Hood**, Texas
- **Fort Huachuca**, Arizona
- **Fort Irwin**, California
- **Fort Jackson**, South Carolina
- **Fort Knox**, Kentucky
- **Fort Leavenworth**, Kansas
- **Fort Lee**, Virginia
- **Fort Leonard Wood**, Missouri
- **Fort McCoy**, Wisconsin
- **Fort McNair**, Washington, DC
- **Fort Meade**, Maryland
- **Fort Monmouth**, New Jersey

- Joint Base Lewis-McChord, WA
- **[+] Joint Base Myer-Henderson Hall**, Virginia
- **Letterkenny Army Depot**, Chambersburg, Pennsylvania
- **Martin Army Community Hospital** , Fort Benning, Ga
- **McAlester Army Ammunition Plant**, Oklahoma
- **Mission and Installation Contracting Command**, San Antonio, TX
- **Natick Soldier Systems Center** , Massachusetts
- **Pentagon**, Virginia
- **Pentagon - Office of the Administrative Assistant to the Secretary of the Army**, Virginia
- **Picatinny Arsenal**, New Jersey
- **Presidio of Monterey**, California
- **Project Director Acquisition, Logistics and Technology Enterprise Systems and Services**, Radford, Virginia
- **Pueblo Chemical Depot**, Colorado
- **Red River Army Depot**, Texas
- **Redstone Arsenal**, Huntsville, Alabama
- **Rock Island Arsenal**, Illinois
- **Rock Island Arsenal - Joint Manufacturing & Technology Center**, Rock Island Arsenal, Il
- **Sierra Army Depot**, California
- **Tobyhanna Army Depot**, Tobyhanna, Pennsylvania
- **U.S. Army Adelphi Laboratory Center**, Maryland
- **U.S. Army Audit Agency**, Virginia
- **U.S. Army Corps of Engineers - Contracting**, Washington, DC
- **U.S. Army Corps of Engineers - Human Resource**, Washington, DC
- **U.S. Army Corps of Engineers Logistics Activity**, Tennessee
- **U.S. Army Corps of Engineers, Louisville District**, Louisville, KY
- **U.S. Army Criminal Investigation Command** , Fort Belvoir
- **U.S. Army Dental Lab**, Fort Gordon, Georgia
- **U.S. Army Environmental Center**, Aberdeen Proving Grounds, Maryland
- **U.S. Army Garrison - Detroit Arsenal** , Warren, Michigan
- **U.S. Army Garrison - Miami**, Florida
- **U.S. Army Garrison Camp Parks**, Dublin, CA
- **U.S. Army Garrison Fort Hunter Liggett**, California
- **U.S. Army Installation Management Command Headquarters**, Arlington, Virginia

Click Here

Trusted sites | Protected Mode: Off   100%

STEP #3: This will bring you to the Fort Hood main ICE Site page. From there, to find a service provider you wish to rate, click on the service category below that best describes the service/product, enter the name or location in the service provider search field at the top right of the page and click the "Go" button or scroll down to "**Show all** the service providers for Ft Hood" and click on "Show All."

ICE SERVICE PROVIDER MANAGER QUICK REFERENCE GUIDE

STEP #4: You can now select from the list of service providers to submit your comment.

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Making Changes or Updates to a Comment Card

It is the SPM's responsibility to ensure that comment card information (name of service, location, hours of operation, description, etc.) is current.

Instructions:

1. Log into ICE:
a. Go to http://ice.disa.mil.

b. Click "Manager Login" *(top right)*

c. Enter username and password. If you can't remember your password, click "Forgot Password?" *(bottom right)*. If you can't remember your username, email hood.pao.cms@conus.army.mil.

2. Under "Administration" (Fourth Category in menu bar), click on the service provider/comment card you are updating.

3. Click "Service/Product Providers".
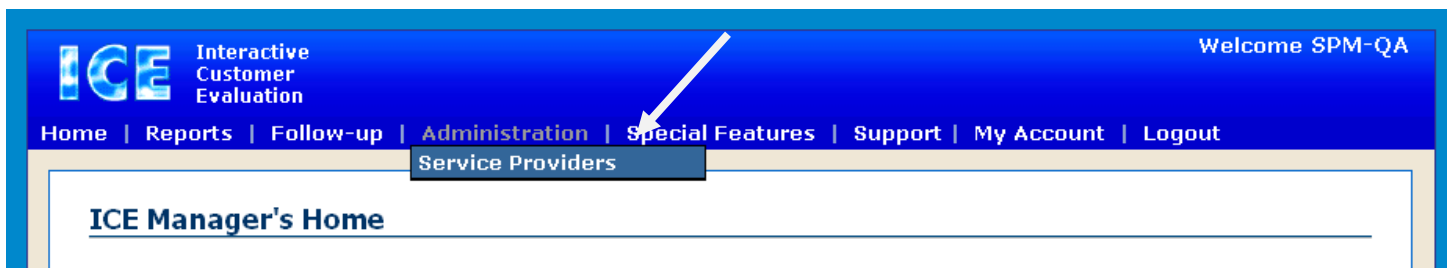
4. Select the appropriate tab.

25
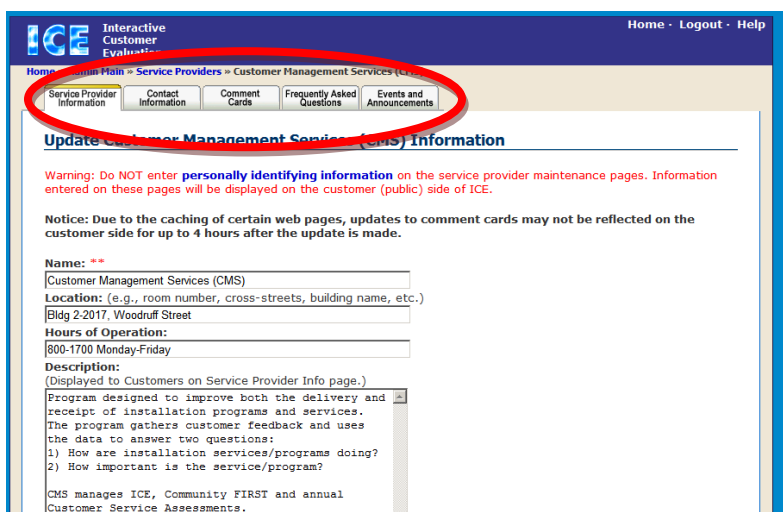
ICE SERVICE PROVIDER MANAGER QUICK REFERENCE GUIDE

a. Service Provider Information: Used to enter and update information for a service/comment card.

☐ **Name: This is the name of your comment card as it will appear to customers.**

☐ **Location: Physical location of your office/facility. Please be specific and include building numbers, cross streets, floors, wings, as applicable.**

☐ **Hours of Operation: Your operating hours.**

☐ **Description: What does your office/facility do or provide. Be as specific as possible.**

☐ **Comment Card Instructions: If you wish to include text that will appear at the top of your comment card, include it here.**

b. Contact Information: Used to enter and update contact information for a service/comment card.

☐ **Email address(es): Include any generic email addresses for your office/service. Do NOT list personal email addresses.**

☐ **Phone Number(s): Contact numbers – commercial and/or DSN, fax numbers, mobile numbers, etc.**

☐ **Mailing address(es): Complete mailing address.**

☐ **Link(s): Websites or webpages for your organization.**

c. Comment Cards: Used to add, reposition or delete additional questions. (Required questions cannot be modified or deleted.) To add a question, click "Create New Question".

d. Frequently Asked Questions: Section can be used to provide answers to frequently asked questions about your service/program.

e. Events and Announcements: Section can be used to provide dates and information about upcoming events or announcements for your service/program.

If you have any additional questions, please feel free to contact the Fort Hood ICE Site Manager by clicking on the "click here" link on the page above, or at 254-288-6260 or dale.w.cowan.civ@mail.mil.

Why Didn't I Receive an Email of the ICE Comment?

No Email from ICE User SPT

Some ICE managers may not receive comment card submissions from icesubmit@whs.mil due to the reasons listed below:

1. Perhaps an auto-forwarding rule is setup on the manager's email account. This may be diverting certain emails to a group account, another email address, or deleting email before they are seen by the manager.

2. The email application in use may be recognizing email from ICEADMIN@WHS.MIL as SPAM. If there is a spam or junk-mail folder in the email application, please check it for ICE email. If the email application is recognizing email from ICE as spam or junk, please contact your office IT person. Fortunately, only a very small fraction of the thousands of daily submission emails do not get delivered correctly. This is sometimes due to network congestion or email filters. I'm sorry for not being able to resolve this specific issue for you. However, all submission details can be found in the Follow-up section of ICE.

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Final Notes

1. This training manual is meant to be a quick reference guide for personnel who have been newly assigned as a service provider ICE manager at the lowest level.

2. This quick reference guide does not go into detail on pulling specific reports as it is intended to be used until a manager becomes familiar with the system. Pulling ICE reports is a much more complicated task and requires more familiarization with the system. The steps required to pull specific reports can be located by going to the "Support" tab and clicking on "Online Documentation". From that screen, a manager can open the Service Provider Manager's Guide, which will provide the necessary steps for specific reporting formats.

3. Although the information in this manual is accurate, it's specific to the Fort Hood ICE Site and therefore should be used only for managers assigned to Fort Hood. This training manual is not an "official" DoD document; it has been fabricated by the Fort Hood ICE Site Manager for the specific use of Fort Hood ICE service provider managers.

4. Any questions regarding this training manual should be addressed to the Fort Hood Customer Service Officer and ICE Site Manager, who can be contacted by going through the Fort Hood ICE Site, under the "Support" tab, "Contact Site Manager".

If you have an issue, don't let it cause a melt-down. Put it on ICE!!!

http://ice.disa.mil